 VERMONT DEPARTMENT FOR CHILDREN AND FAMILIES Family Services Policy Manual		<h1>55</h1>
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Approved:	Cynthia K. Walcott, Deputy Commissioner	Effective: 6/23/2014
Supersedes:		Dated:

Purpose

To outline the responsibilities of social workers and supervisors in situations where a new report of child abuse or neglect is made to Centralized Intake/Emergency Services (CIES) which does not meet policy criteria for acceptance as a new investigation or assessment AND the Division already has an open case with the family.

Definition


Involvement means a currently open case of any case type: a child safety intervention, family support, custody, protective supervision, probation case, etc.

Policy

At times, a new intake is received on a family with whom the division already has involvement. These will be screened as usual, as outlined in *Screening Reports of Child Abuse and Neglect Policy 51*. If the report is not accepted by the second reviewer, that person will forward the intake to the assigned social worker within 24 hours.

Any new concerns must be affirmatively addressed by the family's assigned social worker. The assigned social worker and supervisor will decide the most appropriate response to the concern and then document that decision in case notes.

- The case notes must include:
 - The date of the intake and the intake number
 - A summary of the concerns reported
 - Whether the concerns were discussed with the family in person or by telephone
 - The family's response to the concerns
 - The plan for addressing concerns, if needed, including a new safety plan
- As well, there **must** be a review of the most recent Danger and Safety Assessment to determine if the current safety plan addresses any unresolved danger.

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If the above follow up occurs and there continues to be significant concerns that warrant a higher level of intervention, other steps may be necessary. These may include, but are not limited to:

- An announced or unannounced home visit to the parent/caretakers' home.
- A home visit by the social worker is preferred, however, if there are reasons why this cannot occur (safety reasons, late night, etc.) the social worker may request that law enforcement do a well-child check.
- Contact with collateral providers (school, CFS contractors, therapists, treatment providers, etc.)
- Calling a team meeting or Family Safety Planning Meeting
- Consulting with the State's Attorney to discuss new or increased court oversight.
- Making an additional report to CIU if warranted.